DOOR COUNTY, WISCONSIN

Internet Access to Public Menu With IBM Host on Demand

Instructions for Setup and Use





About IBM Host on Demand

IBM Host on Demand provides a simple way to access Door County AS/400 data through the internet using your Netscape or Internet Explorer browser and your existing Internet Service Provider. The menus and information available through Host on Demand will be the same as is currently available through the County's public terminals in the Courthouse.

During the set up process the client, a number of Java programs, (an explanation of Java can be found here: http://java.sun.com/java2/whatis/) is downloaded through the internet from Door County's AS/400 computer to your PC. This first download takes some time. But by storing ("caching") these client programs on your PC, the lengthy download process is not necessary for later access to the County computer.

The result is a simple, quick, reliable way to access Door County Register of Deeds, Treasurer, and Real Property Listing data. There is no need for a separate modem connection and no specialized software application to install on your PC.

For reference purposes, these instructions can be:

- a. obtained from the IS department directly at:
 Door County Information Systems Department
 Door County Court House
 P.O. Box 670
 Sturgeon Bay, WI 54235
 (Duplication Fee may apply)
- b. Can be sent to you via email. Please make a request for the HOD Installation Instructions to <u>is@co.door.wi.us</u> and we can email it to you directly in either MS Word or Adobe PDF format. Please indicate your preference in your email request.
- c. With Internet access can be downloaded from the following web site:

www.co.door.wi.gov

Click on Departments

Click on Information Systems

Scroll to the bottom of the Information Systems Page

Locate the Public Information section

Click on the appropriate Document (HOD User Instructions 2005)

DISCLAMER for existing and new HOD Users as of 5/10/04: Door County cannot guarantee that the UPDATED IBM Host on Demand version (Ver 8.0) installed on 5/10/04 will run on all computers. This software is provided to users "as is". Door County makes no warranty or representation, either express or implied, as to the suitability of the IBM Host on Demand software for a particular client computer. If you are a new or existing customer and determine that you cannot upgrade to the new version of the software, you may cancel the Door County remote access service and receive a prorated refund of your annual fee.

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Minimum Requirements to run HOD on a client PC:

- 1. The "New Account Information" form must be filled out and on file at the Door County Information Systems (IS) department before we can activate a Host on Demand Profile. Please see <u>page 24</u> of these instructions for a copy of this form. This form asks for PRIMARY contact information for an agency or firm, and most importantly, a current EMAIL address that is periodically checked by the agency or firm. The IS department will periodically send updates or announcements via <u>EMAIL ONLY</u> to the current end users of the Host on Demand service.
- 2. Payment of the annual fee for the Host on Demand Service must be received at the Door County IS department before a profile will be enabled. The annual fee is \$100.00. This fee will be prorated by month based on the date the IS department receives the "New Account Information" form. (\$100.00 / 12 = \$8.33 per month) For example, if the IS department receives the form on February 27, 2005, the fee would be based on 11 months. (11 X \$8.33 = \$91.63)
- 3. The PC that will run the Host on Demand software must have Internet access
- 4. 80 megabytes free space on the C: drive of your PC to install the client.
- 5. It is highly recommended that on MS Operating systems with user accounts (Windows NT, 2000, XP home, XP Professional) that the user who installs this software has ADMINISTRATIVE authority on the PC in order to install this client. If you do not know what this means, talk to the person who set up your PC or PC Network.
- 6. The Supported Internet Browsers at a minimum must be Netscape Navigator Version 4.08 or Microsoft Internet Explorer Version 5.5 (other Java enabled browsers may work but use them at your own risk), or a more recent version of either product which is preferred. These common browsers are available via the internet for free.

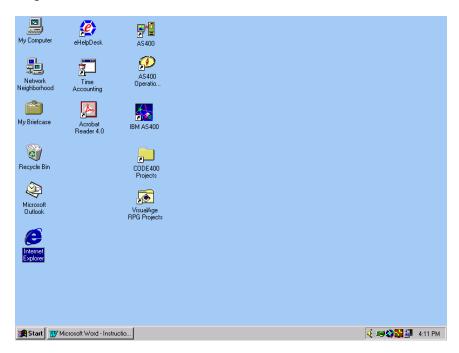
<u>If using Microsoft Internet Explorer</u>, you must have Java support installed. This will require that you are running the MS Java VM (no longer available to download from MS) or the Sun Java Runtime Environment (Recommended) BEFORE attempting to install HOD. Please see the "Troubleshooting the Door county Host on Demand (HOD) Instructions" if you are unsure what this means. This section can be found on page 25 of these instructions.

Note: For more information about the IBM Host on Demand product, please see the following IBM web site: http://www-3.ibm.com/software/webservers/hostondemand/about.html

Note: if you have any trouble with the following instructions consult the person who set up your PC or PC Network, your system administrator, or your resident PC specialist support person for your PC.

SETUP INSTRUCTIONS

STEP 1. Make sure any popup blocking/security/spyware/firewall software that may prevent the HOD client from loading is turned off and you are logged into any hardware firewalls (i.e. Windows Pop-up Blocker/Norton Security Suite). From your computer "desktop" double click on the icon for the Netscape or Internet Explorer browser. You may also find it under your Start menu if a desktop icon isn't available.



STEP 2. Key in the Host on Demand internet address http://pubinfo.co.door.wi.us/hod/hodcached.html and Press ENTER.

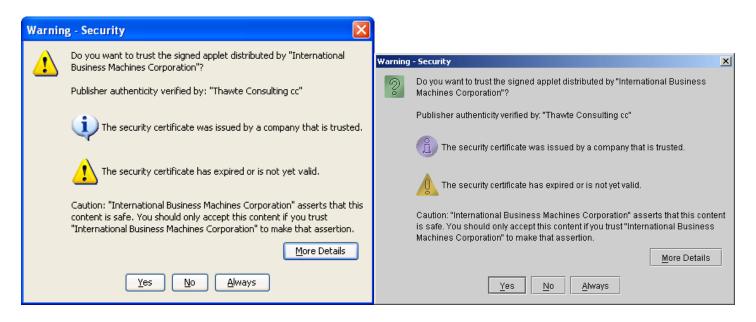


STEP 3. Left-click on "Yes" to any security messages to install the Host on Demand version 8.0 Cached Client on your computer.

Note: If you check the always trust box and click yes or click the always button you will no longer be prompted for any other security warnings in the future.



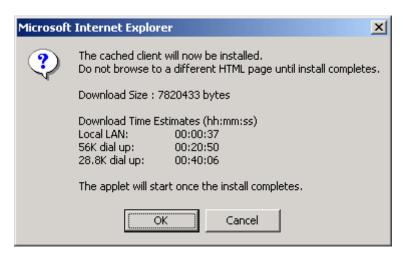
The security warning may also look like this and you may get several depending on your operating system and the current version of Java you are running.



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STEP 4. Left-click "OK" to begin the installation process.

WARNING: This installation process may take 30 minutes or more through a dial-up internet connection. You can minimize ("-") the browser window during that time, but do not browse to a different internet site or browse to another html page during the installation process.



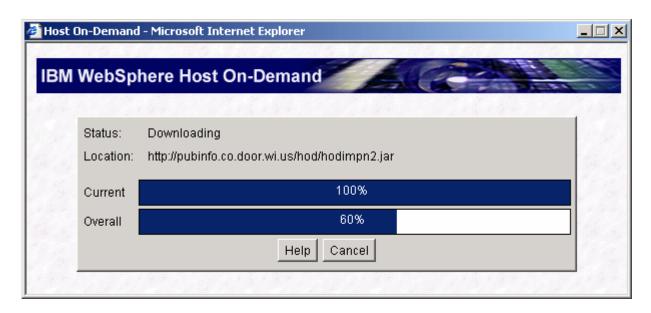
If you get the error below the Windows XP popup blocker is on and must be turned off.



To turn off the popup blocker click on Tools, Pop-up Blocker and then Turn Off Pop-up Blocker



STEP 5. At this point you can go get lunch, call a client (on a different phone line), or work on a <u>different</u> program on your computer like Excel or Word. During this time, do not browse to a different web site. The Status Box will indicate progress of the installation process, the top bar being the status of the current file and the bottom being the total package.



The time it takes to download the Host on Demand software depends on your internet connection type and speed. will take anywhere from a few minutes on a T1 internet connection to a half hour or more through a dial-up internet session so plan accordingly.

If you must cancel the process before it is completed you can start over from step 1 at a later time. There does not appear to be any problem with restarting the installation, but it will take just as long the second time.

Note: The Host on Demand Cached Client requires approximately 80 megabytes (Mb) of space on your PC's hard drive.

Host on Demand can be removed from your PC at any time and this space reclaimed, please see the troubleshooting section at the end of this document to uninstall, or contact the Door County Information Systems Department for assistance.

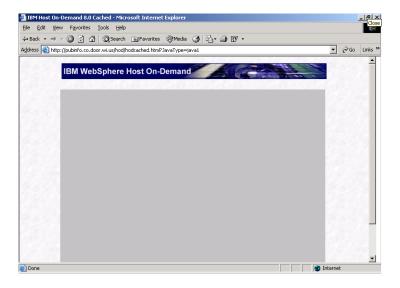
STEP 6. Scenario a or b may apply depending on your system configuration

a. You may be notified with the message "Cached client installation complete" when the installation is complete.

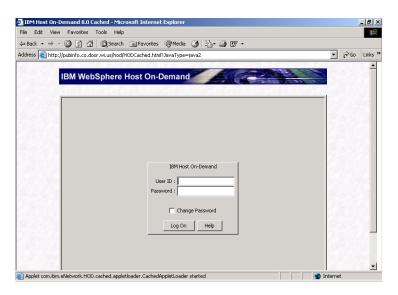
Left-click "OK" to close this message box.



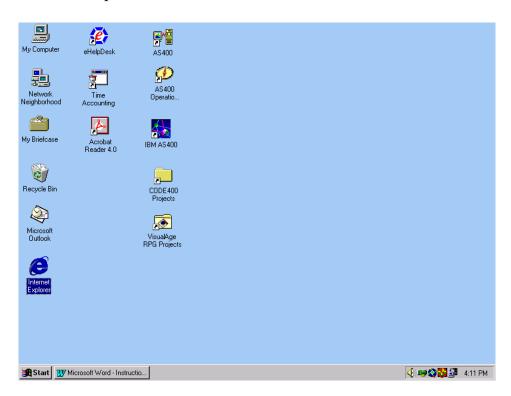
Then left-click the "X" in the upper right corner, or click "File" and "Close", to close the browser session.



b. Otherwise, you may get the screen below, if so, then left-click the "X" in the upper right corner, or click "File" and "Close", to close the browser session.



STEP 7. After closing the browser session, you are back at the desktop. Restart the browser to complete the installation process.



Double-click the icon on the desktop for Netscape or Internet Explorer.

Key in the Host on Demand internet address http://pubinfo.co.door.wi.us/hod/hodcached.html and Press ENTER.



STEP 8. Left-click "Yes" on the Host on Demand install prompt if it appears. Since the cached client is already installed on your PC this time it just takes a few seconds.

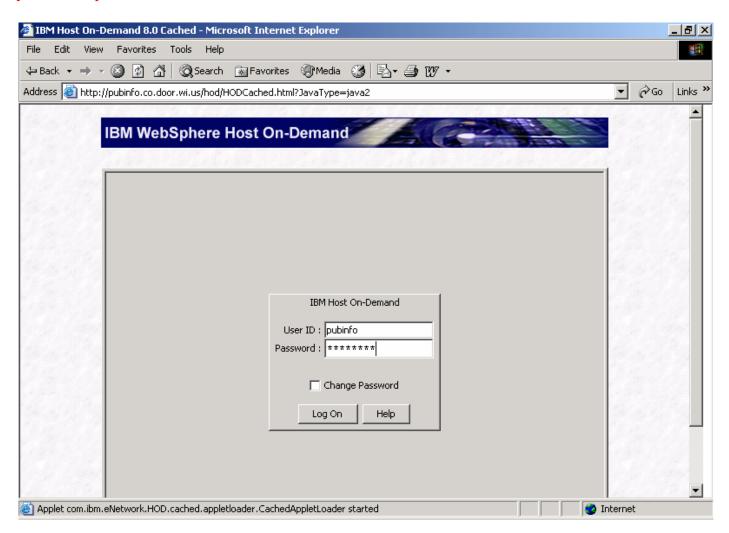


The security warning may also look like this and you may get several depending on your operating system and the current version of Java you are running.



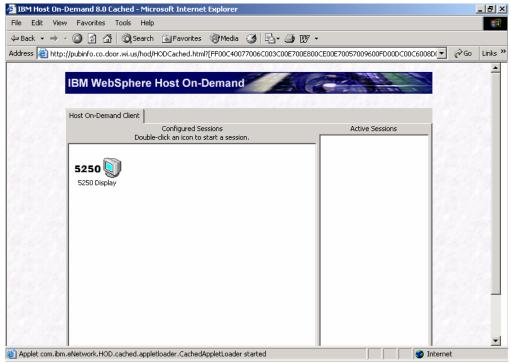
Door County, Wisconsin rev: 07/05/2005 HOD User Instructions 2005-Revised 7-5-2005.doc STEP 9. Sign on with the special Door County-supplied Host on Demand user profile and password. Enter this user profile and password in lower case only. Be sure that the Caps Lock key is off.

Note: This user profile and password is different from your AS/400 sign on. The password will be supplied with the account setup information, or contact the Door County Information Systems Department



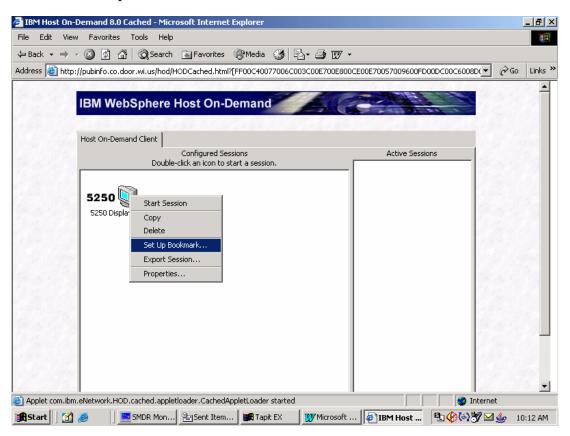
Note: Once the Host on Demand setup is completed (and bookmarked with the remaining steps) on your PC you will only see this login prompt when the County changes the password. The Host on Demand password will be changed at regular intervals for security reasons. You will be notified ahead of time of the new password and instructions will be provided.

You should now be at this screen



STEP 10. Bookmark the Host on Demand Session.

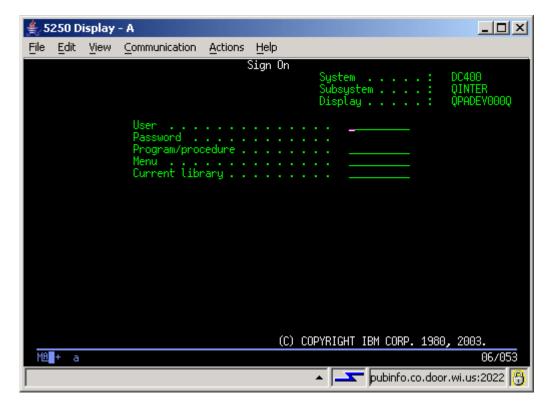
<u>Right</u>-click the 5250 Display icon on the Host on Demand session window. Then left-click the "Set Up Bookmark" button.



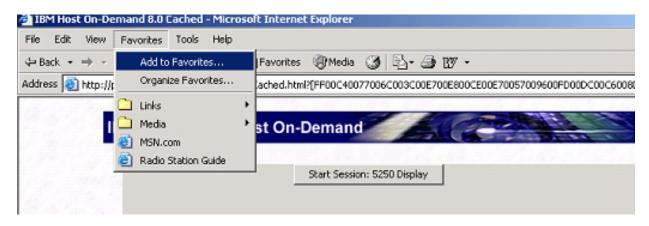
The software then asks whether you want to run the 5250 display session (i.e. Public Menu) in a separate window or in the browser window. We recommend that you left-click on the "Run in a separate window" option in order for printing to work properly.



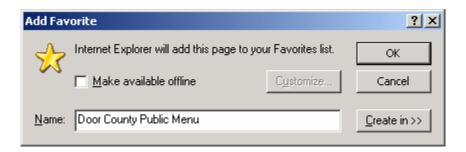
Close the 5250 Display windows that pops up



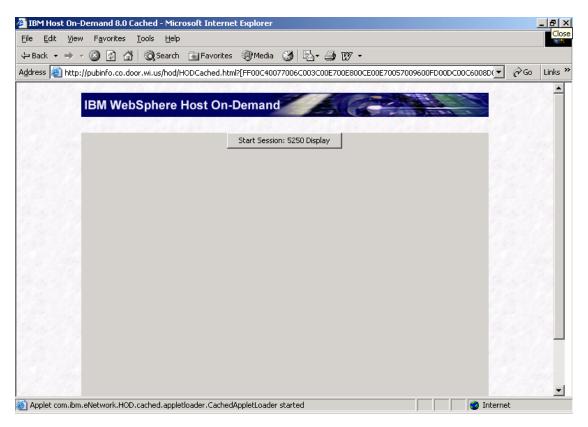
Next, left-click on the Favorites drop down menu. Then left-click the first option "Add to Favorites".



Left-click in the Name field and Change "IBM Host on Demand 8.0 Cached" to how you want it to appear in the Favorites list. Here we have changed the name to Door County Public Menu. Then left-click the OK button to add this web site to the Favorites list.



Finally, left-click the "X" in the upper right corner of the Host on Demand Configured Sessions window to close the browser, or left-click on the File drop down menu and left-click the Close option.



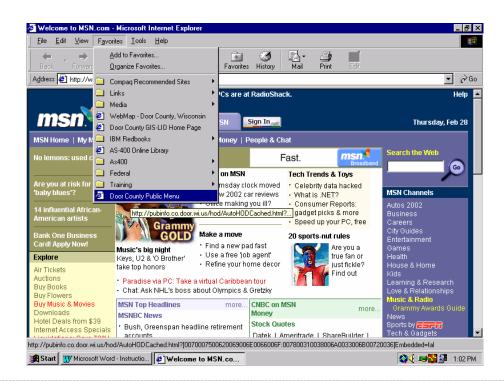
<u>Congratulations</u>! You have now completed the Host on Demand Cached Client download and set up.

Using IBM Host on Demand to access the Door County Public Menu

1. At the PC desktop, double-click the Netscape or Internet Explorer icon to start a browser session.



2. When the browser opens, left-click the **Favorites** drop down menu on the menu bar. Then left-click the Door County Host on Demand site. Here the Favorite is called "Door County Public Menu".

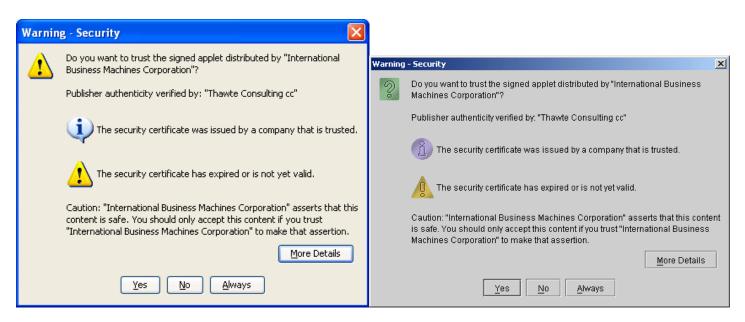


3. Click the "Yes" button on the "install and run Host on Demand" prompt if it appears.

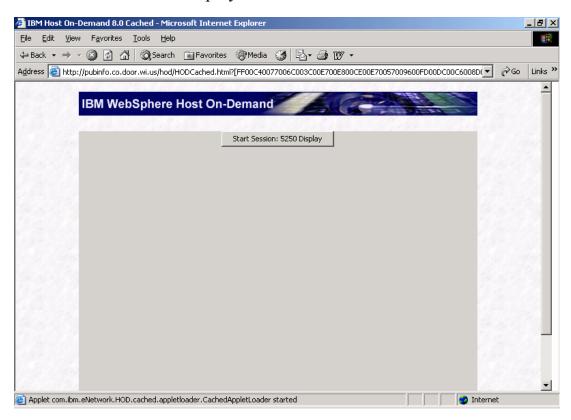
Note: Again, if you do not want the software to display this warning message in the future, click on the check box labeled "Always trust content from International Business Machines" before clicking on the "Yes" button or click the Always button if the checkbox doesn't exist.



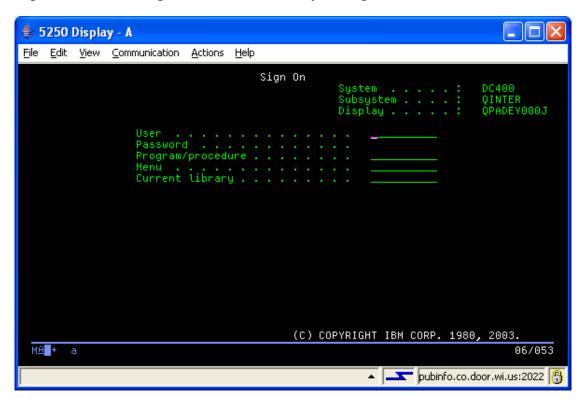
The security warning may also look like this and you may get several depending on your operating system and the current version of Java you are running.



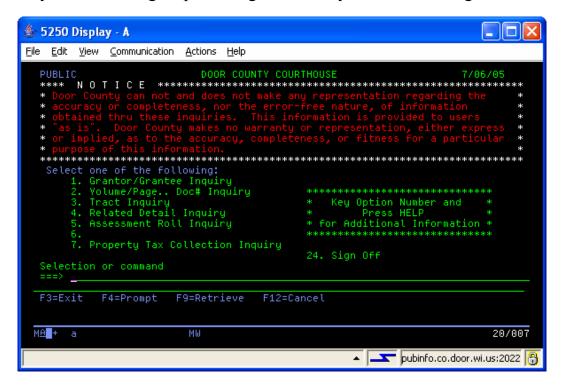
4. Click the "Start Session: 5250 Display" button



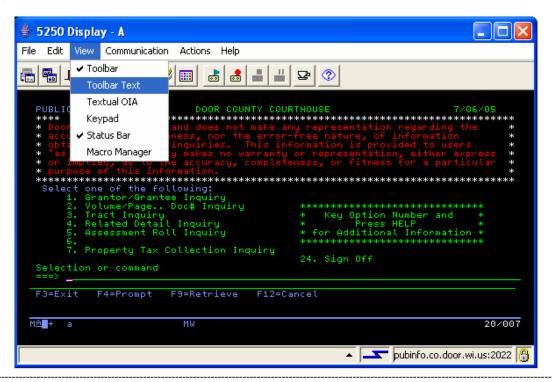
5. When the AS/400 Sign On window is displayed, key in your County-assigned AS/400 user profile. Press the tab key to move the cursor to the password line and enter your AS/400 password. Then press the ENTER key to Sign On.



The Door County Public Menu that is displayed through the Host on Demand internet site is the same as the menu that is available on public terminals in the Register of Deeds and Real Property Listing offices in the Courthouse. All Function Keys are the same as on your PC keyboard. For Function keys above F12, use Shift-Function Key. For example, Shift-F3 is the F15 function key. Use the Page Up and Page Down keys to scroll through list screens.

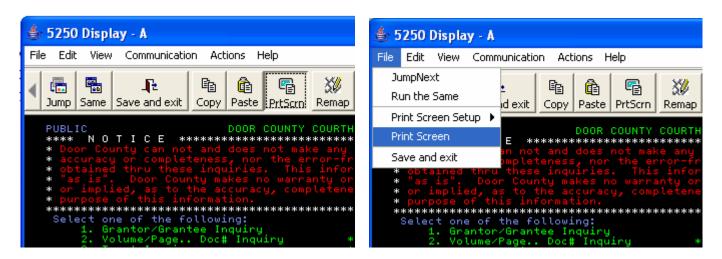


To get the Menu buttons to display click the view menu then left click toolbar, click the view menu again, and click toolbar text

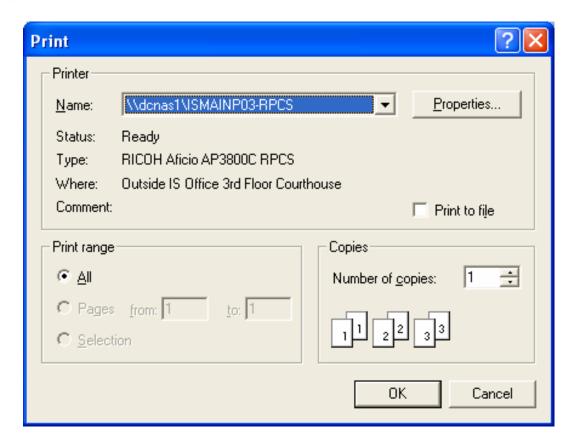


Printing the screen to your Windows printer

Left-click the "PrtScrn" button, or left-click the File drop down menu on the Menu Bar and then left-click the "Print screen" option.

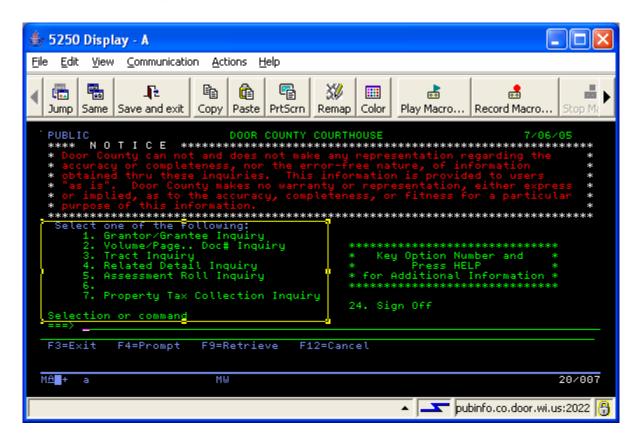


This will open up the standard Windows Print window. Change the printer selection and number of copies as needed and left-click OK. Any printer that is defined to your Windows PC operating system can be selected.

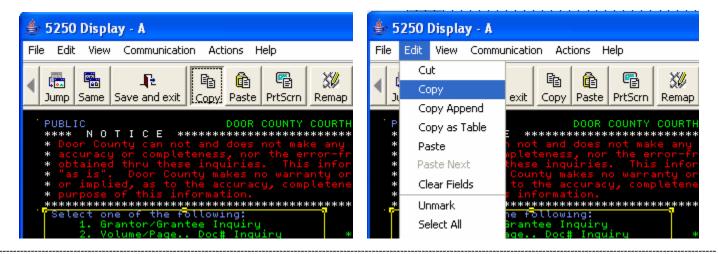


Copy and Paste Text Information

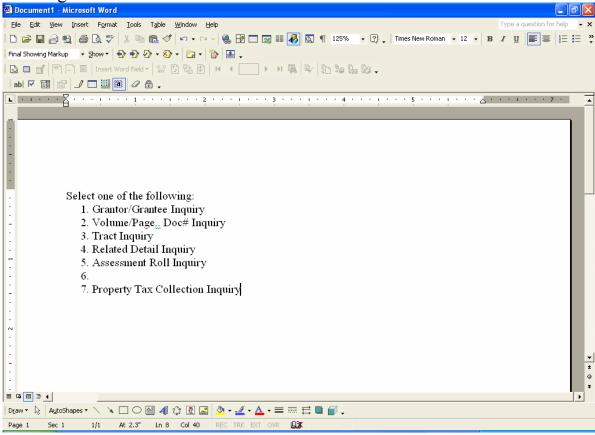
Left-click in the upper left corner of the area of text that you want to copy. Hold the left mouse button down and drag to the lower right corner of the area to be copied. This will draw a yellow box around the area, as shown below.



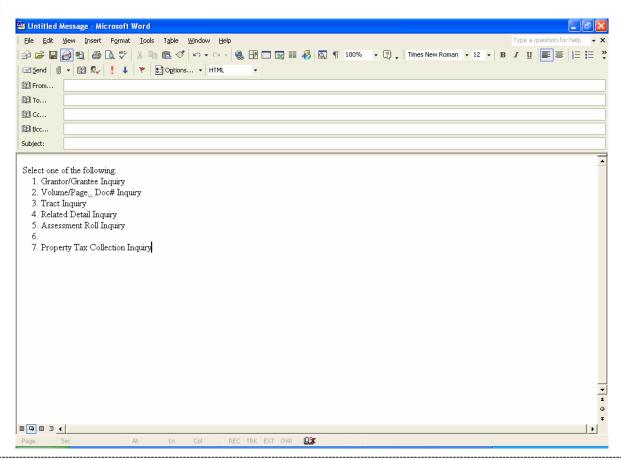
Next, left-click on the Copy button on the tool bar, or left-click on the Edit drop down menu and left-click the Copy option. This will copy the area of text to the PC clipboard. Next, open a word processing, email, or other window that will accept text. Put the cursor in the desired location in the document and press Paste or the Ctrl-V keys to paste the text into the document.



Word Processing:

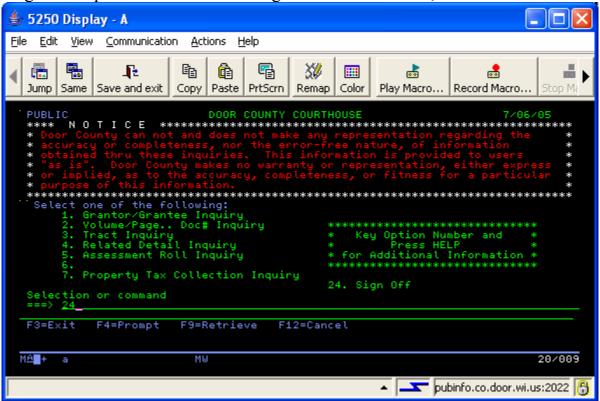


Email:

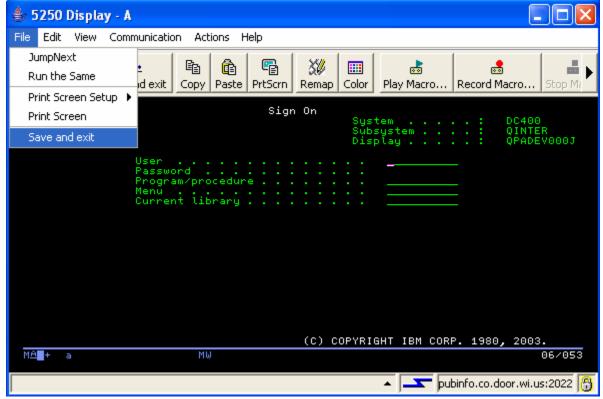


Exit from the AS/400 Display Session

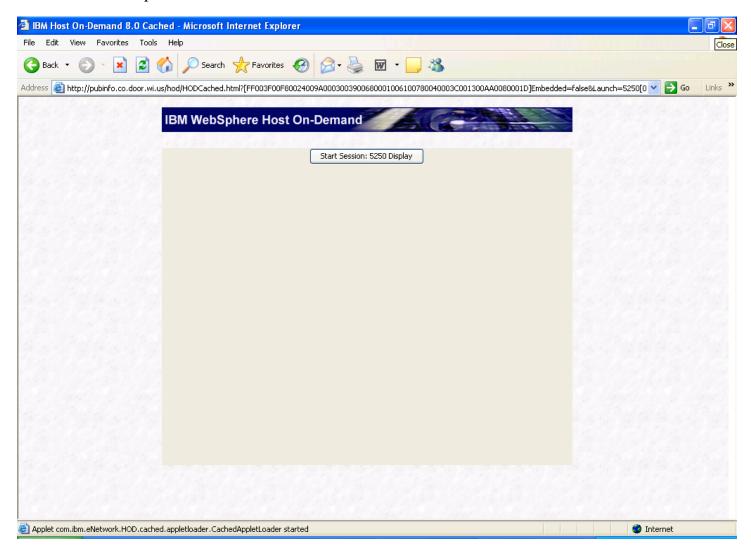
After taking menu option 24 and Enter to Sign Off of the AS/400,



left-click the File drop down menu and then left-click the Exit option, or left-click the "X" in the upper right corner.



This will return you to the Host on Demand Configured Sessions window. Close the Host on Demand Configured Sessions window by left-clicking the "X" in the upper right corner, or left-click the File drop down menu and left-click Close.



<u>IMPORTANT</u>: Door County has purchased a limited number of Host on Demand concurrent user licenses. When you have completed your use of the Public Menu, please select option 24 to Sign Off and then close both the AS/400 Sign On window and the Host on Demand Configured Sessions window to release the Host on Demand license for another person to use.

NEW ACCOUNT INFORMATION

A. C	ompany	
B. C	ontact Name:	
C. Pl	hone Number:	
D. Ad	ddress Line 1:	
E. Ad	ddress Line 2:	
F. Ci	ity, ST, ZIP:	
G. Er	mail Address:	
* Dood * acc * obt * "as * or * pur ***** I hav	NOTICE ************************************	of information * provided to users * ation, either express * ness for a particular * ***********************************
Signa	ature:	
Title:		
Subm	nit with payment (payable to Door County Treasurer) to:	
Door	nation Systems Department County Courthouse ox 670	Phone: (920) 746-2498

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Sturgeon Bay WI 54235-0670

Troubleshooting the Door County Host on Demand (HOD) Instructions

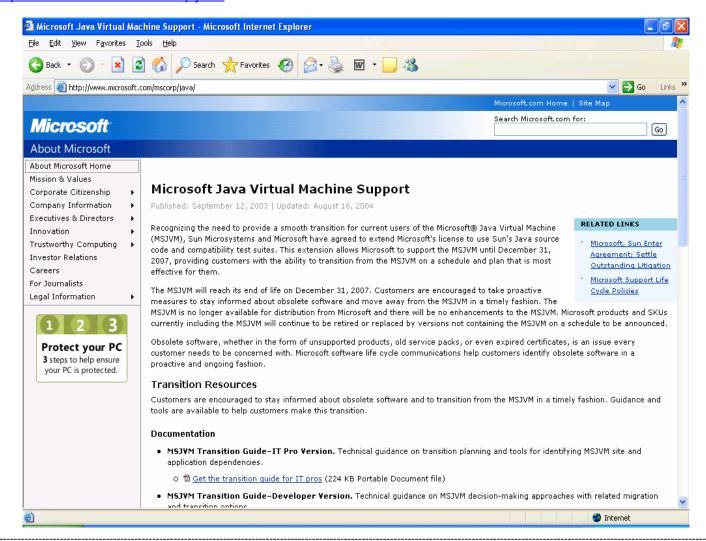
This section is to assist end users who are experiencing installation problems with the IBM Host on Demand (HOD) product while running Microsoft's Internet Explorer. Most problems are caused by one or more of the following issues: the version/type of Java Runtime installed on the machine or the lack there of (an explanation of Java can be found here: http://java.sun.com/java2/whatis/); spyware/virus infection; not turning off or being logged into your firewall/pop-up blocking/spyware/security software; windows updates; or a bad installation of the HOD Client.

Note: Please be sure you have ADMINISTRATIVE privileges on the machine and if you have any trouble with the following instructions consult the person who set up your PC or PC Network, your system administrator, or your resident PC specialist

Java Issues

The Java problems experienced are a direct result of the Department of Justice decision that forced Microsoft to UNBUNDLE Sun Microsystems JAVA code from their standard Internet Explorer Browser. The software component is referred to as the "Microsoft Java Virtual Machine" or "Microsoft VM" or "MSJVM". Please see the web site below (if it still exists) for more recent information on this decision:

http://www.microsoft.com/mscorp/java/



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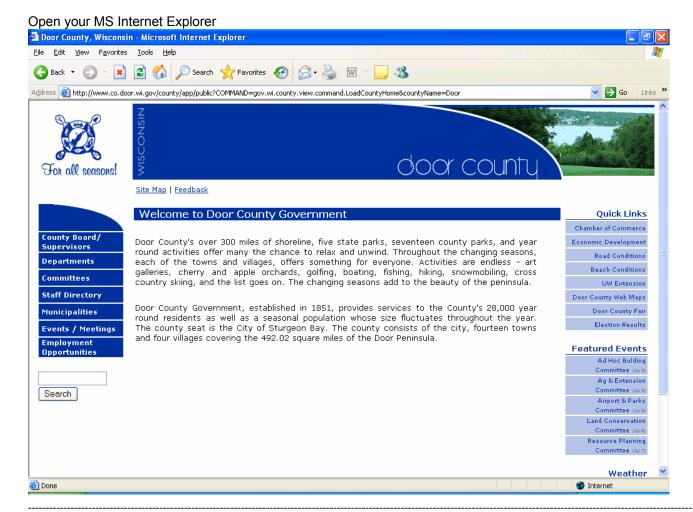
IBM HOD uses Java software components in order to run. Since roughly September of 2003, the MSJVM has not shipped with any version of the MS Internet Explorer or new Microsoft operating system. Thus:

- Since roughly the September 2003 time frame, end users who have bought new PC's with MS Internet Explorer preinstalled will not be able to install/use the HOD client successfully until they manually go out to the Internet and download a Java Runtime Environment,
- Or if since roughly September, an end user of the IBM HOD product has UPDATED their MS Internet Explorer
 browser to the latest version, they may experience problems with updating prior versions of the MSJVM which
 runs inside of / or as part of the MS Internet Explorer.
- Also, since support for the Microsoft Java Virtual Machine will stop in 2008 companies are now designing their software to run on the Sun Java platform since it will continue to be supported and updated.

Users who have not updated their PC systems with newer operating systems, or MS Internet Explorer, and are MOT
EXPERIENCING PROBLEMS with connecting to the Door County HOD site should not worry. There is an old saying-"If it is not broken, don't fix it". If your PC is working currently, the concerns mentioned in this section are for those who may at a later date choose to update their existing systems.

The basics are that any end user who wishes to run the Door County HOD product in conjunction with the MS Internet Explorer browser is responsible to download and install a Java Runtime before trying to install the IBM HOD product. Please keep in mind that this responsibility rests on the end users, not the Door County Information Systems department. If during the installation process outlined below to install a Java Runtime, you experience problems, please consult your system administrator or resident PC specialist.

1) The end user must determine if they have the Java Runtime components installed on the client PC and if they are enabled within the browser. To accomplish this or to check if the settings are correct, follow this sequence:



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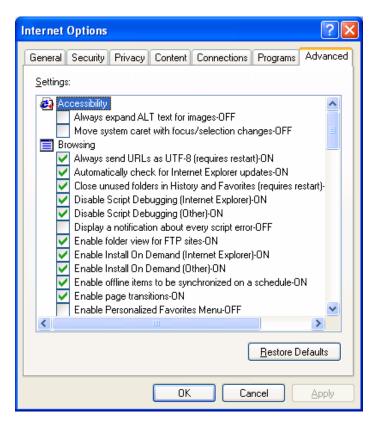
With your left mouse button, choose the TOOLS menu



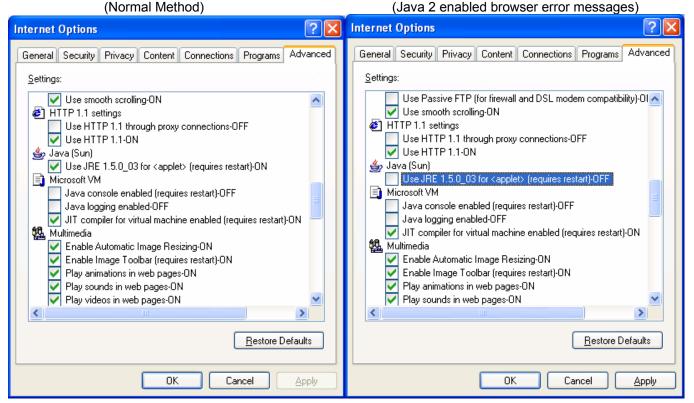
Then Choose the INTERNET OPTIONS menu



Then Choose the ADVANCED TAB



Then using the SCROLL bar on the right, Scroll down to the Java (Sun)/ Microsoft VM CHECK BOXES. Make sure they look as follows (you may have to uncheck the Java (Sun) checkbox if you get any "Java 2 enabled browser" messages):



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Close the browser and restart the browser, and the PC should be configured properly for installing the IBM HOD client. Go to the Door County web site as outlined on page 4 of these instructions, and install Host on Demand.

2) If on the other hand, you have opened the Advanced Tab window, and there are NO CHECK BOXES for Microsoft VM or Sun Java, you must download and install one of them before you can attempt to install the HOD client. We recommend the Sun Java Runtime due to the Microsoft Java VM being no longer supported as of 2008 by Microsoft and no longer able to be downloaded from their site as of current. The basics are as follows.

For Sun Java (Recommended)

You can download the Sun Java Runtime Environment from http://java.sun.com/ Versions 1.4.2.06 to 08 and 1.5.0.00 to 04 all seem to work in our experience so we recommend one of them. For this example we will use the 1.5 version. On the right side of the page you will see "Popular Downloads". Choose J2SE 5.0 for the latest version 1.5 or J2SE 1.4.2 SDK for the latest version 1.4.

Popular Downloads

- J2SE 5.0
- J2SE 5.0 (日本語)
- NetBeans IDE
- J2EE 1.4 SDK
- J2SE 1.4.2 SDK
- J2SE 1.4.2 (日本語)
- Java WSDP 1.6
- Sun Java Studio Creator
- Sun Java Studio
- Enterprise
- Sun Java System
- Application Server
- Sun Java System Web Server
- StarOffice 7 SDK
- b. The download page will have several downloads to choose from. You will need to choose the JRE (Java Runtime Environment) from either page. This would be the 3rd option below.

NetBeans IDE + JDK 5.0 Update 4



This distribution of the J2SE Development Kit (JDK) includes NetBeans IDE, which is a powerful integrated development environment for developing applications on the Java platform. More info...

Download JDK 5.0 Update 4 with NetBeans 4.1 Bundle

License NB 4.1 Readme J2SE 5.0 Readme J2SE 5.0 3rd Party Readme NB 4.1 3rd Party Readme

JDK 5.0 Update 4 includes the JVM technology

The J2SE Development Kit (JDK) supports creating J2SE applications. More info...

Download JDK 5.0 Update 4

Installation Instructions ReadMe ReleaseNotes Sun License Third Party Licenses

JRE 5.0 Update 4 includes the JVM technology

The J2SE Runtime Environment (JRE) allows end-users to run Java applications. More info...

Download JRE 5.0 Update 4

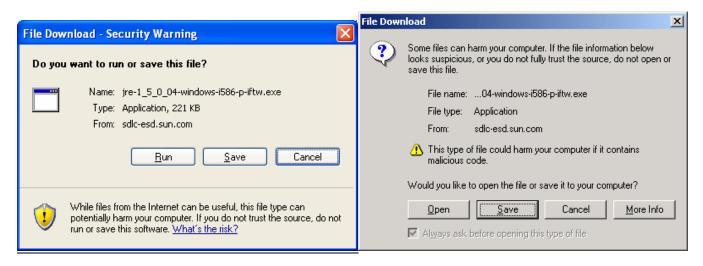
Installation Instructions ReadMe ReleaseNotes Sun License Third Party Licenses

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c. You then want the Windows Platform version and you have the option of either the offline or the online installation both will work, but the offline version will allow you to download the full installation file so it can be run again later or on another machine. For this example we will use the online installation. Click the Accept button and then click on the "Windows Online Installation, Multi-language"



d. Choose the run or open button to download and start the installation process



You can choose all the default options and click o.k. and next all the way through the installation, reboot if needed. Then to check to make sure it installed and setup correctly (or if you are getting Java 2 enabled browser" type error messages), you can follow the instructions starting again on page 23.

For Microsoft VM

- You can search the internet for web sites that will allow you to download these MSJVM components. Again, they no longer can be obtained from Microsoft, so you will need to get them from another site. You can use any search engine for numerous search criteria such as "Microsoft Java Virtual Machine download". As a word of warning you are downloading at your own risk, so be sure the site you are using to download is respectable so as to not download a virus or other type of malicious program.
- b. Download the file and run it. It will tell you that you are about to install the Java VM and ask you if it is o.k. to do so. Click OK and the software will install
- You can come to the Information Systems Department and check out (or pay \$25.00) a CD with the appropriate MSJVM installation files. The CD contains both the MSJVM 3805 version and MSJVM 3810 update. The IS department is located at:

Door County Courthouse Building 421 Nebraska Street, Sturgeon Bay, WI 54235 We are located on the third floor...

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Spyware/Virus Infection

Some of the problems users have when trying to use/install the HOD software is due to a virus or spyware infection that causes their PC to stop working correctly on the internet. To prevent these problems, you should be running at a minimum, some form of virus protection software (i.e. McAfee, Norton, etc.). We also recommend spyware guards/removers (i.e. Microsoft's Anti-Spyware (Only for Windows XP), Spybot, CWS Shredder, Spysweeper, etc.) to prevent and remove spyware infections that most virus scanning software does not look for. More information about Spyware can be found at http://www.spywarewarrior.com/ or https://netfiles.uiuc.edu/ehowes/www/main.htm. It isn't a bad idea to run scans from any of these you have available on a regular basis.

Firewall/pop-up blocking/spyware/security software

The HOD software may require that some firewall, pop-up blocking, spyware, or security software be disabled or logged into in order for it to work/install correctly (i.e. Norton Internet Security, McAfee Security Suite, etc). This includes the Windows Pop-up Blocker and possible future versions of the Windows Firewall (It seems to be working currently) that are included with Windows XP SP2. To turn off the popup blocker while using Internet Explorer click on Tools, Pop-up Blocker, and then Turn Off Pop-up Blocker.



They can be re-enabled once you are finished using the system usually by doing the opposite of what you did to disable them (please see your documentation on the software product if you have questions on how to do this). You may be able to have your firewall enabled and have no problems using the HOD client, but you will need to make sure that the HOD Client is not set to be blocked by the firewall software (please check your software documentation on how this is done). For more information on the Windows Firewall for Windows XP please see the following websites, http://support.microsoft.com/default.aspx?scid=kb;en-us;320855, http://support.microsoft.com/default.aspx.scid=kb;en-us;320855, http://support.microsoft.com/default.aspx.scid=kb;en-us;320855

us;283673, http://support.microsoft.com/default.aspx?scid=kb;en-us;875357, or http://support.microsoft.com/default.aspx?scid=kb:en-us:875356.

Windows updates

Not having the latest updates installed on your machine and having your internet settings not set correctly can also affect the HOD Client and prevent it from working/installing. You should keep your computer up to date with the windows update service (this is a good idea on all machines not just those running the HOD Client). This can be done in one of 2 ways. You can go to www.windowsupdate.com and follow the instructions, otherwise, depending on your operating system, you may want to setup automatic updates (Available in Windows ME, 2000, and XP). Information about windows updates and setting automatic updates can be found at these websites:

http://support.microsoft.com/default.aspx?scid=kb;en-us;842283, http://support.microsoft.com/default.aspx.scid=kb;en-us;842283, http://support.microsoft.com/default.aspx.scid=kb;en-us;842283 us;294871.

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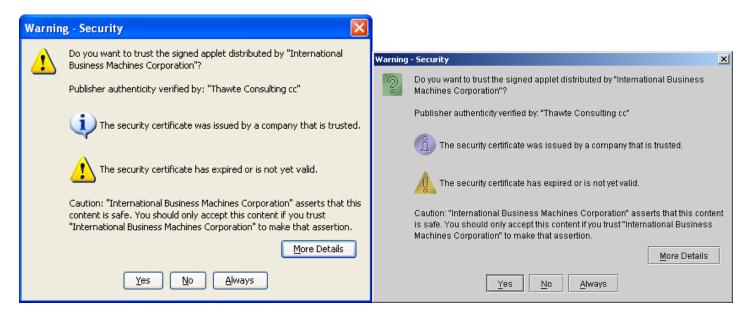
Bad Installation/Uninstallation of the HOD Cached Client

Do to a bad download or some other type of problem you may need to uninstall the HOD Client software. To do so, try the following link first (by typing it in the address bar of Internet Explorer) as it is designed to uninstall the most common Java 2 type client and has a Java 1 failover if it isn't found: http://pubinfo.co.door.wi.us/hod/HODRemove.html, if nothing happens or you just want to be thorough you can use the second link http://pubinfo.co.door.wi.us/hod/HODRemove.html?JavaType=java1 which is designed strictly for the older Java 1 client.

After typing the link and pressing enter you may get the security warning below



The security warning may also look like this and you may get several depending on your operating system and the current version of Java you are running.



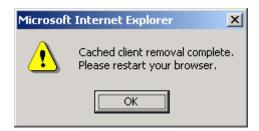
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One of the following box should now be on your screen, click OK to begin the uninstall of the HOD Client

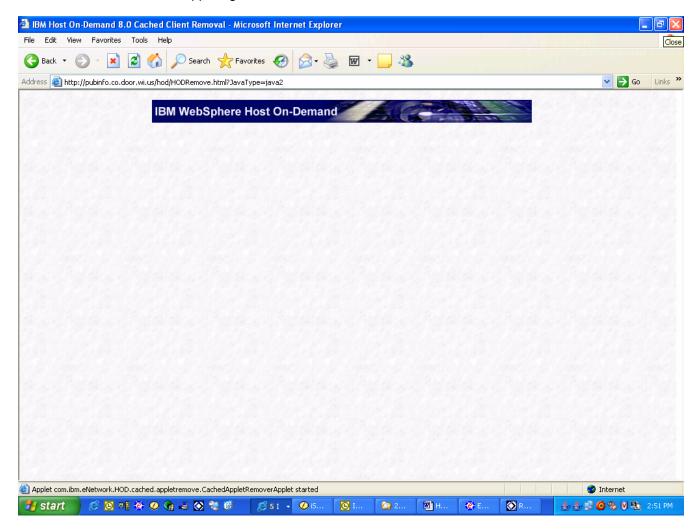




When the uninstall is finished you should see the box below, click OK



Then left-click the "X" in the upper right corner, or click "File" and "Close", to close the browser session.



Congratulations, the uninstall has been completed successfully.